

RIPTA's

HOW TO RIDE GUIDE

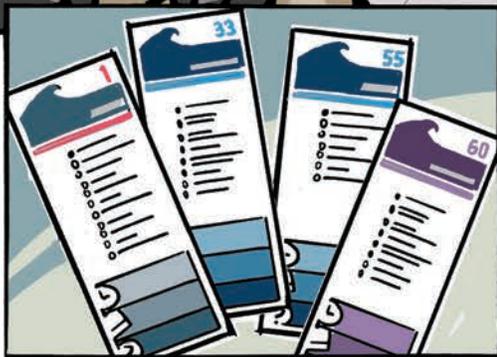
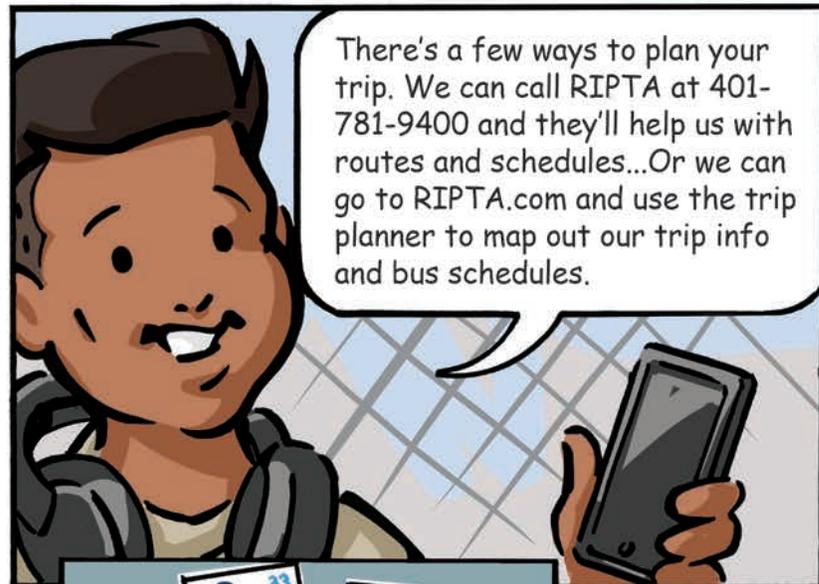
A STEP-BY-STEP
GUIDE FOR
RIDING WITH
RIPTA

BROUGHT TO YOU BY THE RHODE ISLAND PUBLIC TRANSIT AUTHORITY

RIDING RIPTA IS EASY...

The Rhode Island Public Transit Authority (RIPTA) offers easy, reliable and safe transit options for you to reach your destination. Whether you're commuting to work, shopping or visiting a friend, RIPTA is a stress-free, comfortable and economic way to get there.

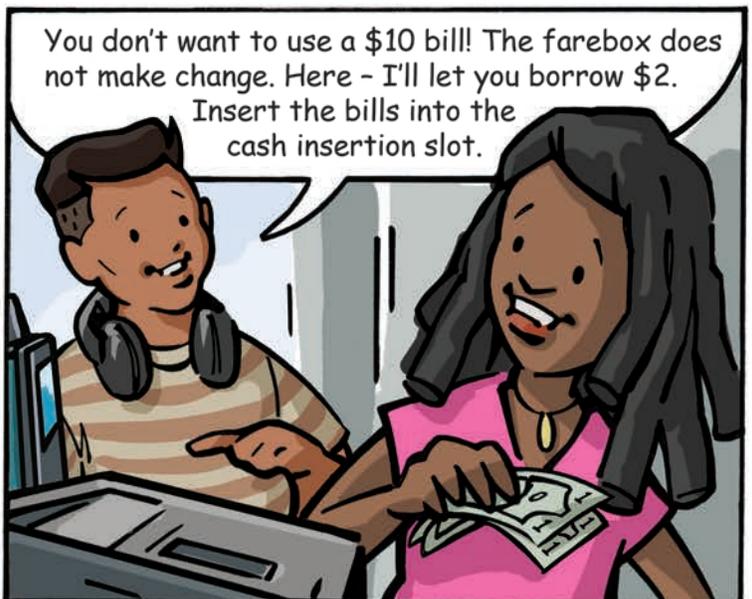
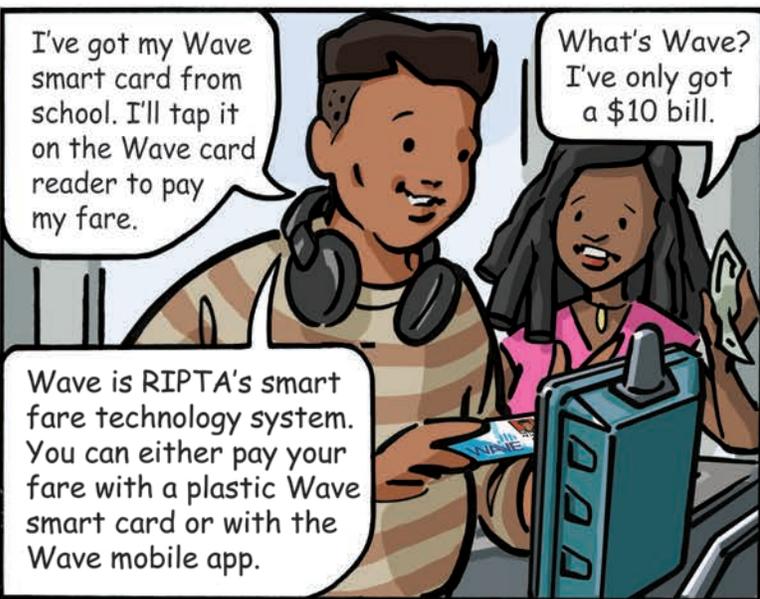
LET'S DO THIS!

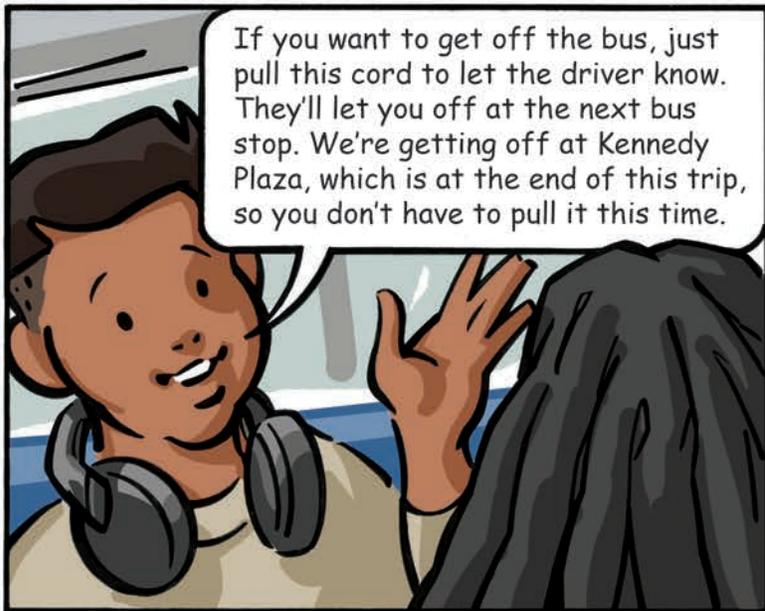


BUS SCHEDULES are also available at the RIPTA office at 705 Elmwood Ave. in Providence. Pick one up at the Kennedy Plaza Intermodal Transportation Center, the Newport Transportation & Visitors Center or the Pawtucket Transit Center.



RIDE IT!



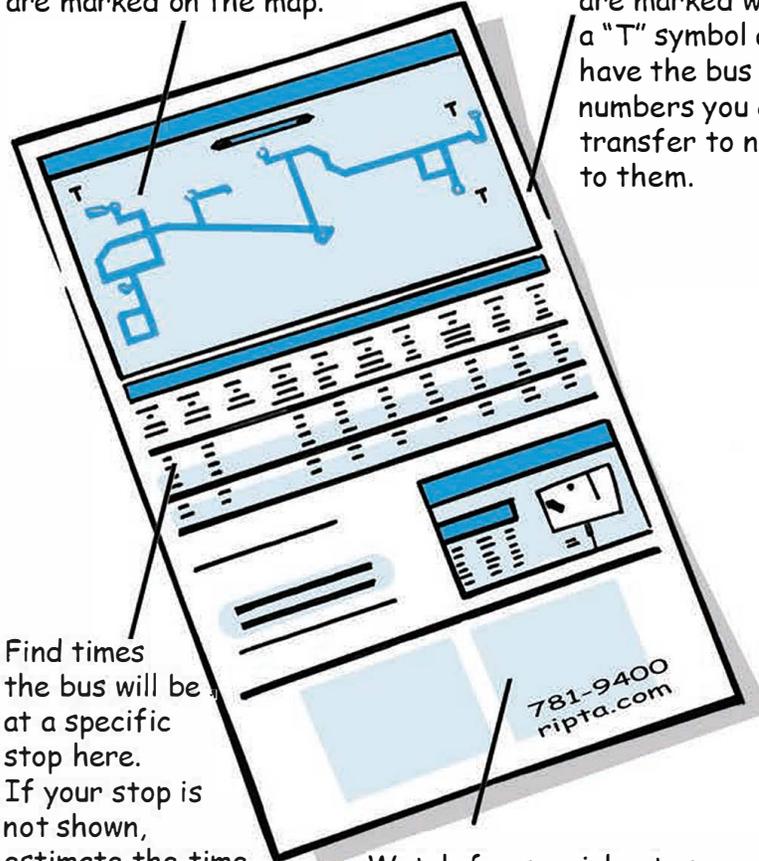


MADE IT!

How To Read A Bus Schedule

Starting and ending points are marked on the map.

Transfer stations are marked with a "T" symbol and have the bus route numbers you can transfer to next to them.



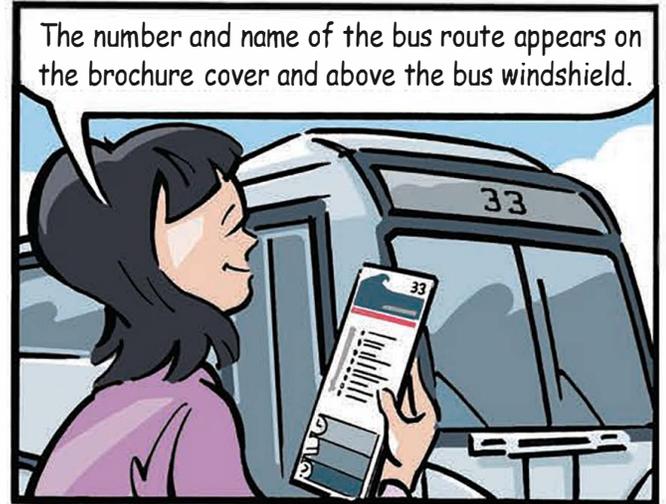
Find times the bus will be at a specific stop here. If your stop is not shown, estimate the time from the stops before and after.

Watch for special notes providing important information about the bus schedule or route

Visit RIPTA.com/alerts to sign up for email alerts for your route.

Download & Use the Transit App!

- **Check Nearby Departures & Track Your Ride**
Find a map with your location and a list of nearby transit routes and next departure times.
- **Plan a Trip**
Type where you want to go in the search bar and compare public transportation and other modes.
- **Step by Step Instructions with GO**
Get notifications when it's time to leave, change lines or get off.
- **Add Favorite Locations & Lines**
Add favorite lines for quick access & service-alert notifications.

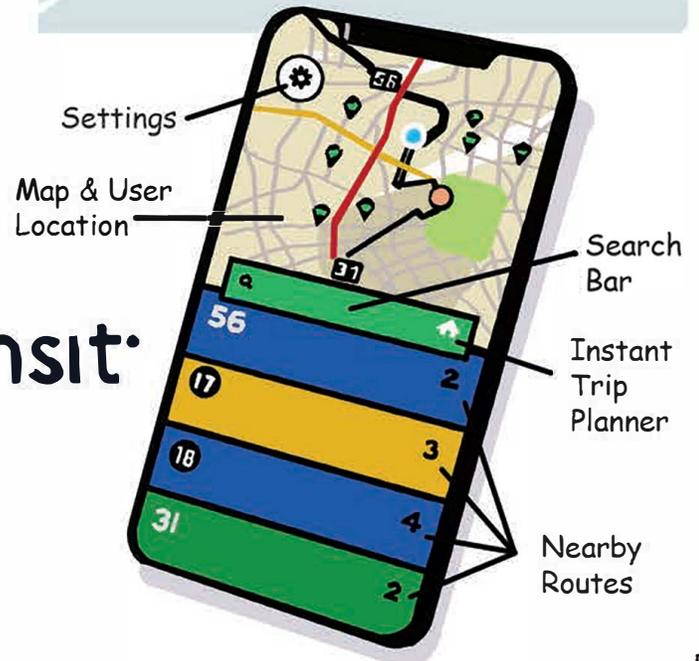


The number and name of the bus route appears on the brochure cover and above the bus windshield.



Each schedule has two maps...one for inbound (heading downtown) and one for outbound.

Transit can get you where you want to go! Visit help.transitapp.com for more information!



Settings

Map & User Location

Search Bar

Instant Trip Planner

Nearby Routes

WHAT'S IT COST?*



RIPTA offers a variety of fare products depending on your travel needs. A Customer Service Agent (CSA) can help you decide which fare product is right for you.

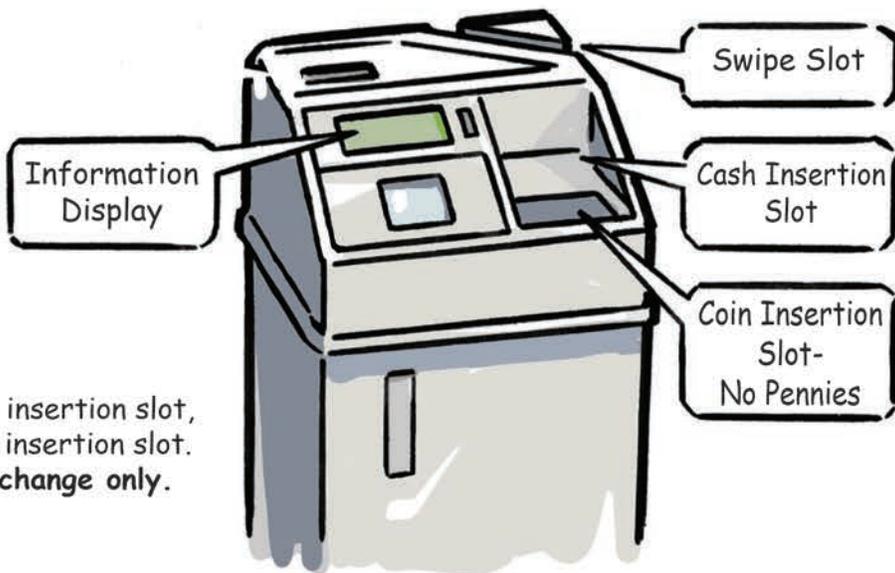


FARES: \$2.00

The cost for a regular service bus ride.

CASH:

If you pay with cash, it costs \$2 every time you board. Feed **flat, unfolded** bills into the insertion slot, or deposit coins (one at a time) into the coin insertion slot. Pennies are not accepted. **Please use exact change only.** The farebox does not make change.



WAVE:

If you pay with Wave, it costs only \$2 for one hour of UNLIMITED rides.

Seniors and people with disabilities receive reduced fare during off-peak hours with their RIPTA REDUCED FARE BUS PASS or Medicare Card.

SENIORS / PEOPLE WITH DISABILITIES: \$1.00 (Off Peak)

Low-income seniors and people with disabilities can qualify for a No Fare Wave Photo ID smart card.



MONTHLY PASS



\$70.00
Calendar month

Good for unlimited, statewide travel on RIPTA buses, trolleys and

Flex Service. Passes purchased on the 17th and after are valid for the next calendar month, not the month you are in.

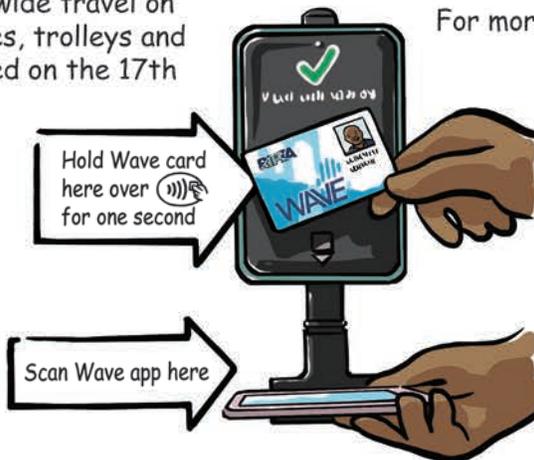
With Wave's **Earn As You Go** feature, you'll never pay more than the cost of a Day Pass in a day!

*Subject to Change

CHILDREN - Under five years old ride free when accompanied by an adult (limit of three children per adult).

Wave smart cards are available at retail outlets statewide. Visit wave.ripta.com for a complete list of participating retailers.

For more information on Wave, visit RIPTA.com/wave.



DAY PASS

\$6.00

Load your Wave card or app!

Valid from first time tapped until 2am next day for unlimited, statewide travel on RIPTA buses and trolleys and Flex service.

Reduced Fare Bus Pass Program for Seniors and/or People with Disabilities

- RIPTA offers a special Reduced Fare Bus Pass Program, with proper documentation, for qualified seniors and/or people with disabilities. Senior citizens (age 65 or over) and people with disabilities may be entitled to a **Reduced Fare Wave Photo ID smart card**. Senior citizens (age 65 or over) and people with disabilities who meet low-income requirements may be entitled to a **No Fare Wave Photo ID smart card**.
 - Just show your Medicare card to the driver or tap your RIPTA Wave Photo ID smart card on the Wave reader to be eligible for this reduced fare.
 - Seniors and people with disabilities may ride for half-price with a RIPTA Reduced Fare Wave Photo ID smart card during non-peak service hours and any time of the day on weekends.
 - Seniors and people with disabilities pay full fare during RIPTA peak service hours (7am - 9am and 3pm-6pm) on weekdays and pay half fare all other times when they present a RIPTA Reduced Fare Wave Photo ID smart card or Medicare card.
 - Qualifying low-income seniors and people with disabilities may ride for no fare any time of day with a RIPTA No Fare All Day Wave Photo ID smart card.
 - Wave Photo ID smart cards will cost \$10* and are valid for two years. Once you board the bus, simply tap the smart card on the Wave validator (card reader).
 - Reduced Fare smart card holders can add money onto their card using cash or credit. Once you have added money to your Reduced Fare smart card, you can use it to pay your bus fare.
- *Subject to Change



DO I QUALIFY?

Seniors

If you are 65 years of age and older, you automatically qualify for a RIPTA Reduced Fare Wave smart card when you present photo identification with proof of age. Senior RIPTA No Fare All Day Wave Photo ID smart cards are based on low income qualifications.

People with Disabilities

To receive a RIPTA Reduced Fare Wave Photo ID smart card Bus Pass, you must present proof of identity as well as a Medicaid Card with Disability Code, Social Security Disability Award Letter or a Department of Veteran Affairs Letter (with disability rating at or above 40%). To receive a RIPTA Valid No Fare All Day Reduced Fare Wave Photo ID smart card Pass, you must meet low income qualifications.

Go to ripta.com or call 401-784-9500 x2012 for the full eligibility process.



Where Do I Apply for my RIPTA Reduced Fare and No Fare All Day Reduced Fare Pass?

You can apply through the mail and online. Please visit RIPTA.com/ReducedFare for more information and the online application. If you need an application mailed to you, please call 401-784-9500 x2012.

Just tap your card on the Wave Reader!



For further information on how to qualify for RIPTA's Reduced Fare Bus Pass Program for Seniors and/or People with Disabilities, call 784-9500 x2012 or visit RIPTA.com/ReducedFare.

Ride Paratransit



For people with disabilities that prevent the use of fixed-route buses, RIPTA offers paratransit service through The RIDE Program, as required by the Americans with Disabilities Act (ADA) of 1990. Contact RIDE at 461-9760 for an ADA application or with questions about ADA service.

ADA Paratransit provides door to door service and requires advance reservations. All trips must start and end within $\frac{3}{4}$ of a mile of a regular RIPTA bus route.

Who's Eligible?

- Anyone whose disability prevents the use of a regular wheelchair-lift or ramp equipped bus.
- Anyone whose disability prevents travel to or from bus stops.

How Do I Arrange For A Ride?

- After you are qualified, call RIDE at 461-9760.
- Be prepared with the necessary information including your name, the exact address of your starting point and destination, and your appointment time.

What's It Cost?

RIDE ADA fare is \$4.00 each way.

Where Can I Go?

- Medical appointments
- Shopping
- Movies
- Hairdresser
- Anywhere you want within the $\frac{3}{4}$ mile ADA corridor!



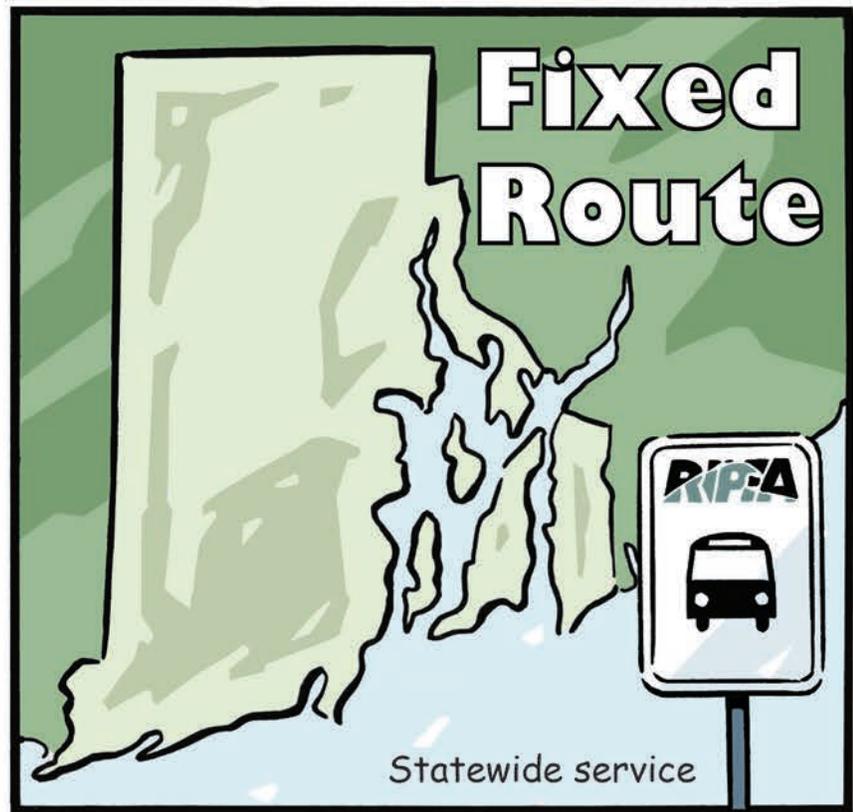
For more information on ADA paratransit service, call 461-9760.

TRANSIT PROGRAMS

Fixed-Route is the backbone of public transit bus service in Rhode Island and is based on the regular operation of buses along designated routes with specified stops. Information on these routes, which are called Fixed Routes, is provided by public schedules.

Flex Service

Neighborhood service RIPTA offers in areas that have little or no regular, fixed-route bus service. Costs the same as regular fixed-route bus service. The name Flex is short for "flexible service" because passengers have the option of boarding the Flex van at scheduled stop or by calling ahead to choose their own pick-up or drop-off point within the designated zone. Connects to standard bus routes; now available in Coventry, Kingston, Narragansett, Pascoag, Slatersville, South Aquidneck, Westerly, West Warwick, and Woonsocket. Call 401-784-9500 x1220 for more information.



Rack & Ride

- RIPTA buses are equipped with Bike Racks so riders can bring their bikes along for no extra charge.
- Cyclists are responsible for handling their bikes.
- Children under 16 need to be with an adult.
- First come, first served.

WHEELCHAIR USE



Providing access to service for people with disabilities is a priority for RIPTA! All RIPTA vehicles comply with the Americans with Disabilities Act and have wheelchair lifts and ramps that can accommodate approximately 600 lbs. Bus operators are trained in the operation of the lifts and can help passengers with disabilities.

THE RULES FOR RIDING



Leave front seats open for seniors and people with disabilities.

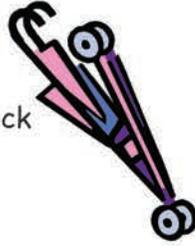


Radios may be used with headphones only.



Weapons, explosives, car batteries or other flammable liquids are not permitted on board.

Fold strollers and carriages before boarding and don't block the aisle with personal items.



Standing is permitted only behind the yellow line.



Smoking, eating and drinking aren't allowed on the bus.



Animals are not permitted (except for service animals).

Never chase a bus. Board the bus through the front doors and exit through the back doors. Always use pedestrian crosswalks and look both ways.

Always take your personal belongings. Never touch abandoned or suspicious packages! Notify the bus driver immediately.

Commuter Resource RI

We're here to help improve your commute!

RIPTA is here to help you use its services and plan your commute through its Commuter Resource RI Program which is supported with federal funds. Our team offers the following services and information:

Park-n-Ride

We help commuters find convenient Park-n-Ride lots and times for express and commuter bus service.

Vanpool

Rethink your ride with Vanpool - a new commuter program. Drive to work in a late model minivan, SUV or passenger van provided by Commute with Enterprise. Vanpool commuting is now cheaper than ever! You can save \$60 per month with RIPTA's federal subsidy.* Lower fares for a premium service!

*Subject to change

Carpooling

We'll find you a carpool companion!



Discounted Downtown Parking (for carpools)

We provide secure indoor parking at Providence Place Mall.

Emergency Ride Home

When an emergency rises, this program provides carpools with a limited number of free taxi rides.

Parking Cash Out

We support businesses on implementing state law 37-5-7.1, which requires certain employers who provide subsidized parking for their employees to offer a RIPTA transit pass in lieu of a parking space.

U-PASS

We provide transportation information for students at participating schools that provide free or discounted fares on RIPTA.



COMMUTERresourceRI

RETHINK YOUR RIDE



See a bus shelter that needs attention? Take a photo and send us the location!

BE A SHELTER HELPER

make it **your** mission to **report** shelter conditions

shelters@ripta.com
ripta.com/shelters

**RIPTA
NEEDS
YOU!**



RIPTA MISSION

To provide safe, reliable and cost effective transit service with a skilled team of professionals responsive to our customers, the environment, and committed to transit excellence.

USEFUL NUMBERS

Customer Service &
Schedule Information...781-9400
TDD RI Relay.....1-800-745-5555
or 711
Lost & Found.....784-9500 x1133
Photo ID Office.....784-9500 x2012

Flex Service Reservation.....1-877-906-FLEX (3509)
Ride Program.....461-9760
Reduced Fare Bus Pass Program For Seniors
& People with Disabilities.....784-9500 x2012
Commuter Resources.....784-9575